



DEPARTMENT OF COMMUNITY SERVICES

Debbie Kim Morikawa, Director
Mark K. Oto, Senior Advisor

The Department of Community Services (DCS) is the City agency responsible (a) to develop and administer projects, programs and plans of action for human resources and human services programs; (b) to develop and administer projects and plans of action designed to achieve sound community development, provided that such projects, programs and plans of action conform to and implement the general plan and development plans; and (c) to act as the local public officer for the purpose of implementing federally-aided and state-aided human resources, human services, housing, urban renewal and community development programs. [Chapter 3, Section 6-302, Revised Charter of Honolulu]

On July 1, 1998, the powers, duties and functions of the Department of Community Services (DCS) were expanded to accommodate community-based development planning functions of the former Department of Housing and Community Development.

DCS is comprised of the following program divisions: Office of Special Projects, Elderly Affairs, Community Assistance, Community Based Development, Job Development (WorkHawaii), and the Oahu Workforce Investment Board. Administrative support is provided through the department's Administrative Services Section.

DCS provides a broad spectrum of programs and services to the public which support, develop and provide opportunities for individuals, families, and communities to achieve an improved quality of life. General areas of services include:

- Youth Services,
- Elderly Services,
- Workforce Development,
- Housing & Rental Subsidies,
- Fair Housing Program,
- Supportive Services to Individuals with Special Needs,
- Economic Development to Economically Distressed Communities, and
- Leasehold Conversion Program.

In addition, two committees which are advisory to the mayor are administratively attached to DCS:

- **Mayor's Committee for People with Disabilities**

Established in 1971, the Mayor's Committee for People with Disabilities serves as a voluntary advisory committee to the mayor on disabilities issues and city policies relating to the Americans with Disabilities Act. The Committee advises the mayor in facilitating changes in policies and services that provide greater access to persons with disabilities.

- **Honolulu County Committee on the Status of Women**

The Honolulu County Committee on the Status of Women (HCCSW) was created under the terms of Act 190, SLH 1970. Its members serve voluntarily as an advisory body to the mayor on matters of concern to women. HCCSW interacts with the mayor, City Council, Hawaii State Commission on the Status of Women, Hawaii State Legislature and the community-at-large.

OFFICE OF SPECIAL PROJECTS

Ernest Y. Martin, Chief Executive

The Office of Special Projects (OSP) serves as the department's liaison to the community in development and implementation of human service, community revitalization and community based economic development initiatives to address the needs of socially and economically disadvantaged youth, adults, families, and communities in the City and County of Honolulu. These initiatives are administered through the programs detailed below.

SIGNIFICANT ACHIEVEMENTS

National Ranking: The Honolulu Youth Offender Program, located in the Youth Services Center, was ranked as one of the top five programs **in the nation** for the two quarters ending March 31, 2005, and June 30, 2005. The rating compared costs overall and cost per youth, numbers and percentages of positive outcomes for youth, and participation rates.

Streamlining of Community Development Block Grant (CDBG) Program: The program completed the revision of the Community Development Block Grant (CDBG) application process by: (1) revising

the application form to coincide with the evaluation criteria; (2) establishing pre-qualification criteria for interested applicants; and (3) simplifying the evaluation process. These measures will ensure a timely review of all grant applications, issuance of award decisions, and program implementation.

YOUTH SERVICES

In fiscal year 2005, approximately 1,800 youth and young adults were served through programs offered through the department's Youth Services Center. The populations served through these programs are considered high risk populations and include juvenile delinquents, high school drop-outs, criminal offenders/ex-offenders, chronically unemployed, special needs populations, substance abusers, and individuals who are experiencing homelessness. The Youth Services Center is considered a model program in the State of Hawaii, and it operates as a "one-stop," consolidating five prevention, intervention and treatment/rehabilitation programs directly within the center. These programs, which are listed below, allow the center to maximize program resources and provide each participant the best opportunity to attain viable academic, civic, and vocational skills to allow for graduation towards economic and social stability.

YouthBuild Honolulu is an educational and job training program that prepares young people for employment and responsible citizenship. Participants are non-high school graduates, 16-24 years of age, who come from dysfunctional families, suffer from alcohol and drug addictions, and have limited financial resources. For many participants, YouthBuild is the last chance to avoid incarceration, drug addiction, and long-term unemployment.

Significant accomplishments during this past year were:

- 15 participants completed the program and earned their high school diplomas;
- 15 participants secured employment; and
- participants assisted in building eight homes in Ewa Villages and rehabilitating 22 public housing units.

The **Juvenile Justice Center**, with the guidance of the City's Juvenile Crime Enforcement Coalition, continues its partnership with the Honolulu Police Department to provide status offenders and first-time law violators with services to prevent their further involvement in the juvenile justice system. The center serves as a centralized intake and assessment facility where staff issue accountability-based sanctions to these offenders. These sanctions include HPD educational and counseling services, substance abuse counseling, anger management classes and follow up counseling services.

Significant accomplishments during this past year were:

- 1,019 juvenile cases were referred to the center;
- Of those, 86% completed assessment services and received sanctions;
- Of those, 92% completed sanctions; and
- **Only 11 of 1,019 juveniles re-offended.**

The **Youth Offender Demonstration Project**, funded through the U.S. Department of Labor, allows youth offenders and those at-risk for court or gang involvement the opportunity to achieve goals that will lead to self-sufficiency and no further involvement in the court system. Services include intensive case management, vocational training, high school diploma program, substance abuse counseling, and employment services.

Significant accomplishments during this past year were:

- 127 participants obtained a high school diploma;
- 151 participants secured employment; and
- **Only seven participants re-offended.**

The **Workforce Investment Act (WIA) Youth Program Operator**, funded by the Oahu Workforce Investment Board, established a procurement process that allows agencies and organizations to provide comprehensive employment training services and activities for WIA participants. The program coordinates and monitors service providers to ensure services and activities address the 10 required WIA elements and performance measures and program outcomes are met.

Significant accomplishments during this past year included:

- Established agreements with non-profit agencies to provide employment training services for 374 youth;
- 154 participant goals were attained in basic and occupational skills development, and work readiness; and
- 54 participants secured employment and/or entered post-secondary education.

The **Building for Stronger Tomorrows** program, funded by the Hawaii Public Housing Authority (HPHA), provides residents of federal housing projects opportunities to secure employment through training activities, which include: job matching and referral services, intensive outreach, case management, basic skills and leadership development activities, construction vocational training, and follow-up services.

Significant accomplishments during this past year included:

- Provided outreach and recruitment services to 31 federal housing projects;
- 165 residents secured employment; and
- 25 were placed in military service, post-secondary education, or advanced vocational training.

COMMUNITY REVITALIZATION

The Community Revitalization program assists community-based organizations and other private nonprofit organizations to develop commercially-viable and self-sustaining economic development initiatives that are focused on revitalizing distressed communities and low-to- moderate income families. In addition to the activities that are listed below, the Community Revitalization Program works with community-based organizations to develop viable employment options by providing funds or technical support for programs such as: micro-enterprise development/assistance; business incubation; neighborhood revitalization strategies; and, Brownfields redevelopment. The Community Revitalization Program also is working towards further stimulating viable job opportunities through the development of public-private commercial ventures and through the use of new financing efforts such as the Section 108 Loan Guarantee Program of the U.S. Department of Housing and Urban Development.

Community Investment Program

The past fiscal year saw the conclusion of the Community Investment Program (CIF IV), under which the City provided CDBG funds to a nonprofit organization, Empower Oahu (EO), consisting of representatives of Empowerment Zone-eligible communities. EO funded various community economic development projects including an Aiea Adult Day Care Center; a food processing facility at Whitmore Village; business incubators at Waipahu, Chinatown, and Kalihi; and micro-enterprise training programs in Waianae, Papakolea, Waimanalo, and the North Shore. According to EO's Annual Report, as of June 30, 2006, there were 209 low-and-moderate income individuals trained, 195 received individual technical assistance, 83 micro-enterprises started, and 13.5 new jobs were created.

Community Strengthening Program

The City provided CDBG funds to Empower Oahu to conduct a Community Strengthening Program (CSP) that is designed to help low- and moderate-income communities and neighborhoods prepare development plans, build capacities, and assist in the establishment of neighborhood revitalization strategy areas (NRSAs) and community-based development organizations. During the past fiscal year, EO conducted three island-wide community network meetings, conducted a planning workshop for community representatives, developed a Neighborhood Planning Guide, conducted several "Speak-Out" efforts to gain residents input, and provided technical assistance to community organizers. To date, eight communities are preparing strategic plans or applying for NRSAs and the Chinatown Speak-Out attracted over 200 participants.

Business Incubators

Two business incubators received City CDBG support during the past fiscal year: The Waipahu Festival Market and Business Incubator (WFMBI) and Pacific Gateway Center's Paradise Enterprise Center (PEC) in Chinatown are under construction. WFMBI, being developed by the Waipahu Community Association, was funded by an Economic Development Initiative grant from the U.S. Department of Housing and Urban Development and a City \$1.25 million CDBG grant (which was matched by a similar grant from the EDA.) The former Waipahu Big Way Supermarket is the site of the proposed market and business incubator which also has NRSA status. The Chinatown building which will house the PEC was acquired with funds from the Community Investment Program and is being renovated with \$1.95 million in City CDBG funds. Pacific Gateway Center already operates a Kitchen Incubator in Kalihi that was partly funded with City CDBG funds.

Oahu Enterprise Zone Partnership

The Enterprise Zones (EZ) Partnership, created by the State Legislature and adopted as a city program since 1994, provides incentives to certain types of businesses that create new employment in areas nominated by the local government as most needed or appropriate. Of the six zones that were designated in the State of Hawaii, five are on Oahu, and these are as follows: Zone 1: North Shore/Koolauloa; Zone 2: Portions of Wahiawa and Mililani Technology Park; Zone 3: Central Oahu Portions of Pearl City, Ewa, Waipio, and Kapolei; Zone 4: Urban Honolulu; and, Zone 5: the Leeward Coast of Waianae.

To date, 181 firms have applied for participation in the Oahu EZ program, of which 124 companies gained their eligibility for tax benefits and other incentives from the State and City. Enterprise Zone 4 (Honolulu) led all areas with 73 eligible firms, followed by 41 companies in Zone 3 (Central Oahu) and 10 in Zone 1 (North Shore/Koolauloa.) There were 40 manufacturers, 34 wholesalers, and 26 information technology companies among the eligible business activities. During 2005, 62 businesses received benefits, mostly in exemptions from General Excise and income taxes. The City granted building and grading permit fee waivers to 19 firms since the start of the program, mostly in the past two years. According to a report prepared by the State, in 2004, approximately 1,200 new jobs were created on Oahu by EZ companies.

PLANNING SECTION

The Planning Section serves as a partner with the Department's Community Based Development Division in the administration of projects that are annually funded through the City's Community Development Block Grant Program (CDBG) program. In addition to the projects that were administered through the Community Based Development Division, the following are examples of the Planning Section's CDBG funded projects in FY 05-06:

- **Blueprint for Change**

Funds were provided to this agency to provide services such as family-focused intervention, community outreach, mental health outreach services, and substance abuse prevention to low-to-moderate income individuals. This program also provided identification programs for at-risk families or parents facing significant personal obstacles such as depression, substance abuse, potential homelessness and domestic violence.

- **Filipino Community Center**

Through its Elderly Programming and Learning Center Initiative, the Filipino Community Center provides qualified senior citizens with three categories of services; Health and Wellness Education and Maintenance, Technology Skills Development, and Life Skills Enhancement.

- **Honolulu Community Action Program**

Funds were provided to assist with the planning and design of a multi-purpose facility that will be located on the Leeward Coast for the provision of employment opportunities, family development, Head Start and Day Care Services, drug abuse/HIV prevention, food distribution, adult education and other services for low-to-moderate income individuals.

- **Nanakuli Hawaiian Homestead Community Association**

Funds were provided to this agency for the planning, designing and construction of the Nanakuli Community Development Center (TMK 8-9-002:001), a 38,000-square-foot facility that will incorporate commercial space with various social service programs, training programs, and community centers.

- **Self-Help Housing Corporation of Hawaii**

Provided training to “at-risk” youth by having them assist in the construction and/or renovations of homes owned by low to moderate income families in Ewa Villages and Waiahole Valley.

Commencing July 1, 2006, all CDBG project management responsibilities will be consolidated in the Department’s Community Based Development Division to further streamline program administration.

The Planning Section also manages the Friends of Honolulu Hale (FHH) volunteer services program. The primary function of the FHH program is to develop and coordinate volunteer services for city departments by maintaining a pool of available volunteers. FHH has provided the public with opportunities to volunteer at a number of tasks ranging from clerical and answering phones to public information and research.

GRANTS RESEARCH & DEVELOPMENT

In FY05-06, the Office of Special Projects continued its success in acquiring federal and state funds to enhance city operations. Listed below is a sample of grant funds that were competitively awarded to OSP:

- OSP received \$850,000 from the US Department of Labor to continue to assist youth offenders with obtaining a high school diploma, occupational skills and securing employment that will lead to self-sufficiency and no further involvement in the court system.
- OSP received \$500,000 from the Hawaii State Legislature to provide direct services for pre-employment, education, and leadership development programs that serve at-risk youth.
- OSP received \$400,000 from the U.S. Environmental Protection Agency, through its Brownfields Assessment grants program, to initiate a community-based assessment program to assess and mitigate sites that may have been contaminated with hazardous substances or petroleum.
- OSP received \$192,000 from the State Office of Youth Services to provide status offenders and first-time law violators with services to prevent their further involvement in the juvenile justice system.
- OSP received \$97,000 from the U.S. Office of Justice and Juvenile Delinquency Prevention to enhance services and activities for youth who have completed the Hawaii National Guard’s Youth Challenge Academy.
- OSP received \$80,000 from Youthbuild USA to assist youth offenders – non-high school graduates – to get their high school diplomas and find jobs or enter apprenticeship training.
- OSP received \$75,000 from the Economic Development Administration of the U.S. Commerce Department to support plans to implement the Oahu Comprehensive Economic Development Strategy.

LEASEHOLD CONVERSION PROGRAM

Ordinance 05-001 terminated the City’s Leasehold Conversion Program. However, the Ordinance also “grandfathered” four condominium projects which the Division continues to implement.

OAHU WORKFORCE INVESTMENT BOARD (OWIB)

Danilo “Danny” Aagsalog, Executive Director

The Oahu Workforce Investment Board (OWIB) was established by the federal Workforce Investment Act of 1998 (WIA) to bring together industry and employers, training providers and training institutions, and adult and youth job-seekers to create an effective workforce development system. OWIB’s mission is to provide quality leadership and direction to

facilitate an effective workforce investment system. The board's role is to ensure that this system is customer-focused and addresses both the demand of employers for a qualified workforce and the need for employees to earn a living wage.

Structure

OWIB is comprised of a 36-member board and an office staff of five headed by an Executive Director. The Mayor serves as the Local Elected Official and is the local grant recipient of WIA funds. The City and County of Honolulu serves as the fiscal agent and the mayor has designated the Director of the Department of Community Services as his representative to act on his behalf in all matters relating to the WIA. All board members are appointed by the Mayor and serve for a volunteer term of two years.

Duties & Responsibilities

OWIB is funded by the federal WIA, and it uses those funds to perform the following tasks:

- developing and submitting a five-year local workforce development plan to the Governor, in partnership with the mayor;
- acting as a "board of directors," focusing on strategic planning, policy development and oversight of the local workforce One-Stop system and WIA-funded youth programs;
- electing a chairperson from among the business representatives;
- directing disbursements of grants for workforce investment activities;
- designating and certifying one-stop operators and may terminate any operators for cause and with the agreement of the mayor;
- appointing a youth council as a subgroup, in cooperation with the mayor;
- identifying eligible providers of training services in the area;
- identifying eligible youth providers by awarding grants on a competitive basis;
- overseeing local programs of youth activities, local employment and training activities and the one-stop delivery system in the local area, in partnership with the mayor;
- developing and entering into memoranda of understanding with one-stop partners concerning the operation of the one-stop delivery system, with agreement of the mayor;
- negotiating with the mayor and governor to reach agreement on local performance measures;
- soliciting and accepting grants and donations from sources other than federal funds made available under the WIA;
- coordinating local workforce investment activities with economic development strategies and develop other employer linkages;
- promoting the participation of private employers in the statewide system and engage the employers in activities that help them meet their hiring needs; and
- assisting the governor in developing a statewide employment statistics system.

Highlights

OWIB worked diligently with the 2006 Legislature for the passage of HB2947 (Act 190, SLH 2006). This law allocates \$5,070,557 of Reed Act funds to OWIB for the improvement of employer outreach services, labor force pool expansion, capacity building, and to fund some shared costs for operation of the One-Stop Career centers within the City.

ELDERLY AFFAIRS DIVISION

Karen Miyake, County Executive on Aging

The Elderly Affairs Division (EAD) is the agency designated to serve as a focal point in the City and County of Honolulu for older adults. EAD is part of a national network of 56 state units on aging, 655 area agencies on aging, and 243 Native American aging programs created by the Older Americans Act of 1965. Nationally, this network provides supportive services to more than eight million older adults by leveraging federal, state, and local funding with the assistance of 29,000 local service providers and 500,000 volunteers.

Each of the four counties in Hawaii has a designated area agency on aging. All four agencies work closely with the State Executive Office on Aging, its link to the federal Administration on Aging in the U.S. Department of Health and Human Services.

The mission of EAD is to plan and develop a coordinated and comprehensive system of services for those 60 years and older. These services enable older persons, who may be frail or who have limited economic or social support systems, to live independently in the community for as long as possible. Information and assistance services also are provided to increase access to services that are available. Access to services has become extremely critical as more and more family caregivers of all ages are called upon to take care of their family members and friends, both locally and long-distance.

EAD carries out a number of functions to accomplish its mission: planning, service development, community education, advocacy, coordination, contracting for gap filling services, and senior volunteer recognition. More specific information

about EAD's goals and objectives may be found in its Four-Year Area Plan on Aging October 1, 2003 – September 30, 2007.

Aging Network Service System

In FY06, a wide range of services for older adults were funded through 32 contracts or sub-recipient agreements with 17 public and non-profit agencies. In addition to contracts, EAD provided direct services through its Information and Assistance Unit. Funding came from four sources: federal Older Americans Act funds through the Administration on Aging, federal funds through the National Association of Area Agencies on Aging, State funds via the State Executive Office on Aging, and county funds supporting Information and Assistance. The total budget for FY06 was \$6.46 million.

Approximately 8,000 older adults received a variety of in-home and community based services such as meals, personal care and transportation. Another 16,000 older adults received additional services such as counseling, health promotion, housing and legal assistance. Family caregivers also benefited with 800 receiving a variety of assistance from case management to supplemental services. Of those older adults and their caregivers receiving registered services:

- 31% live at or below the poverty level;
- 15% are severely disabled;
- 63% have greatest social need;
- 8% live in rural areas as defined by the Administration on Aging;
- 72% are considered minority; and
- 30% are considered low-income minority.

Kupuna Care

Kupuna Care, a collaboration of the State Executive Office on Aging and county area agencies on aging, provides assistance to frail older adults who cannot live at home without adequate help from family and/or formal services. On Oahu, seven state-funded long-term care services are available to help older adults avoid premature institutionalization. The following services were provided in FY06 by nine contracted provider agencies:

<u>Kupuna Care Services</u>	<u>Persons</u>	<u>Units of Service</u>
Adult Day Care	14	1,200 hours
Attendant Care	603	39,052 hours
Case Management	785	13,243 hours
Home Delivered Meals	2,242	292,652 meals
Homemaker	160	3,078 hours
Personal Care	496	27,423 baths
Transportation	549	26,731 one-way trips

Sample client surveys conducted by EAD of those receiving transportation and home delivered meals services showed that 98% and 86% respectively felt the services met their needs.

Waitlists tallied on the last day of each quarter for FY06 averaged 175 clients. These waitlists, symptoms of a growing elderly population, low unemployment and other factors, prompted a collective effort by the Aging Network to successfully advocate for legislative passage of SB 3252 (Act 262, SLH 2006) and other bills and resolutions to increase support for older adults.

EAD continued to move towards a centralized intake system to enhance access to services. In FY06, SIX Kupuna Care Intake staff supplemented the intake capabilities of contracted providers.



Seniors Receiving Assisted Transportation Services.

National Family Caregiver Support Program

Reauthorization of the Older Americans Act in 2000 included funding for a new National Family Caregiver Support Program. This initiative supports unpaid family caregivers who provide assistance to persons 60 years of age and older. The program also allows a small percentage to be used for older adults providing caring for minor relative children. The following services to support caregivers were provided by NINE contracted agencies:

<u>Caregiver Services</u>	<u>Persons</u>	<u>Units of Service</u>
Access Assistance	1,452	1,951 contacts
Case Management	252	5,778 hours
Counseling - Individual	392	3,272 sessions
Caregiver Support	273	2,099 sessions
Education/Training	326	1,261 sessions
Information Services	6,139	77 presentations
Legal - Information & Assistance	2,005	98 sessions
Respite - Adult Day Care	45	3,878 hours
Other	59	7,083 hours
Linkage	243	608 hours
Supplemental Services	24	36 requests

The following is a listing of other activities engaged by the Division under this initiative:

- Co-sponsorship of the Fourth and Fifth Annual Caregiver Conferences, *Caring for Family, Caring for Yourself*, held respectively at the Sheraton Waikiki in August 2005 and at the Hawaii Convention Center in June 2006. Each conference attracted over 800 participants who attended sessions ranging from monitoring prescription drugs to managing difficult behaviors. Continuing partners, AARP, HMSA, and Alu Like organized the conference. The 2006 conference was planned also in collaboration with the Assistive Technology Resource Center to address the needs of both caregivers and persons with disabilities.
- Co-sponsorship of *Ka Lei Mehana O Na Kupuna*, a conference for grandparents raising grandchildren on the Waianae/Leeward Coast, in September 2005 at the Makaha Resort, with AARP, Alu Like, Hawaii Intergenerational Network, Queen Lili'oukalani Children's Center and Hawaii Family Services. Topics included the legal rights of grandparents, support groups, and childcare.
- Provided information to 800 private sector employees through the *WE CARE* program that encourages Oahu employers to establish in-house caregiver support groups for their employees. Six presentations, two displays, and eight other contacts were completed.
- Partnered with 23 medical personnel to identify caregivers and connect them to services through the *Making the Link* program.
- Provided 18 caregiver education and support sessions to 120 City employees in Honolulu and Kapolei. Another 160 City employees were provided pre-retirement planning training. In addition, approximately 200 employees were regularly contacted by email to provide information about caregiving training and resources.
- Created and distributed a *Grandparents Raising Grandchildren* brochure.
- Participated in the statewide Caregivers Coalition and the Coalition's Advocacy Committee which supported legislative bills and resolutions supporting caregivers and legislative reception at the Capitol.
- Submitted articles to the *Family Caregiver*, a statewide quarterly newsletter.



2006 Caregiver Conference attendees.

Other Aging Network Services

Other services funded with federal Older Americans Act funds to help older adults maintain their independence in FY06 included:

<u>Services</u>	<u>Persons</u>	<u>Units of Service</u>
Case Management	63	2,083 hours
Congregate Meals	1,850	145,595 meals
Counseling	1,601	5,365 hours
Escort	59	654 one-way trips
Health Education/Promotion	260	941 sessions
Health Screening/Maintenance	281	1,093 hours
Housing Assistance	496	4,555 hours
Information & Assistance	9,874	5,986 contacts
Legal Assistance	408	2,309 hours
Literacy/Language Assistance	134	523 hours
Nutrition Counseling	52	52 hours
Nutrition Education	7,585	783 sessions
Outreach	4,790	4,914 contacts
Recreation	6,203	7,592 hours
Transportation	426	16,365 one-way trips

Services made possible with funds provided by the State to two senior centers included:

<u>Services</u>	<u>Persons</u>	<u>Units of Service</u>
Assisted Transportation	21	569 one-way trips
Case Management	100	249 hours
Counseling	82	169 hours
Education/Training	790	368 sessions
Escort	16	119 one-way trips
Exercise/Physical Fitness	897	1,861 sessions
Friendly Visiting	29	168 visits
Health Education/Promotion	526	35 sessions
Health Screening/Maintenance	363	1,477 hours
Information & Assistance	82	461 contacts
Literacy/Language Assistance	32	246 hours
Recreation	1,423	2,979 hours
Telephone Reassurance	21	2,616 calls
Transportation	335	6,735 one-way trips

All 17 service providers were monitored through monthly, quarterly, and annual narrative, statistical, and financial reports. Written reports and computerized data transfer were augmented by on-site assessments to assist providers improve the quality of service delivery, as well as to monitor contract compliance.

Bi-monthly meetings with contracted agencies provided an open forum for communication and collaboration amongst agencies, strengthening the coordination of services to the elderly. In addition, annual visits to observe service delivery in action and to meet with clients were scheduled for all contracts to assure that all EAD staff understood services at the point of delivery.

To support the aging network of providers and to produce data for monitoring and reporting, a major effort was completed this year to move from a decentralized to a centralized data input system. The data processing unit completed three broad tasks: 1) restoration of data integrity, 2) implementation of a new data collection process, and 3) enhancement of data quality.

The following is a listing of other activities performed by the division in support of the delivery and coordination of services to the elderly:

- Sponsored a conference, *Joining Forces to Combat Financial Exploitation/ Crimes Against the Elderly*, in September 2005, at the Hilton Hawaiian Village, to increase collaboration among the public and private sectors to address the rising incidences of financial exploitation of the elderly. This conference brought together 185 professionals to learn about issues, share information, and network.
- Provided information, technical assistance, and referrals to the *Honolulu Advertiser* for its series of articles on elder abuse in Hawaii in, May 2006.
- Planned and coordinated three segments on elderly issues for *Take Charge of Your Money* on 'Olelo television.

- Participated in the planning of the second annual fall prevention conference, *Reducing Falls by Design*, held at the Pacific Beach Hotel in October 2005.
- EAD director was appointed by U. S. Representative Neil Abercrombie to attend the *2005 White House Conference on Aging* in Washington D.C. in December 2005, as one of 12 delegates representing Hawaii. A total of 1,200 delegates prioritized 50 resolutions and developed implementation strategies that were presented to the President and Congress to help guide national aging policy.
- Other advocacy efforts included visits to congressional members in Washington D.C. to support the Older Americans Act and Medicare Part D enrollment assistance funding, coordination of efforts to increase Kupuna Care funding, meetings with legislators and submittal of testimony on aging issues, participation in legislative briefings, and assistance with planning of the Kokua Council's Hawaii Silver Legislature.
- Began a series of year-long trainings and planning meetings to develop goals for the next Four Year Area Plan on Aging that will cover the period from October 2007 - September 2011. Conducted several caregiver surveys at various conferences and fairs to collect information to be used in the plan. Conducted an issues forum at the State Capitol attended by 131 participants.
- Continued collaboration with the State Executive Office on Aging to implement the Aging and Disability Resource Center concept in Hawaii. This one-stop entry into long-term care for people who are elderly and persons with disabilities will build upon the strengths of EAD's Information and Assistance Program. It will include a virtual resource center for persons of all income levels, providing information about long-term care options and assistance with gaining access to public and private long-term care services.
- Partnered with the State Executive Office on Aging, Lanakila Meals on Wheels, Alu Like, and the City's Parks and Recreation Department to apply for a federal grant to establish an evidence-based prevention health promotion program to empower older people to take more control of their health.
- Continued efforts to pass an updated resolution by City Council to procure broker services to sell a home bequeathed to EAD, with proceeds to be used to maximize services to the elderly.
- Assisted the City Department of Planning and Permitting in addressing cases where hoarding and lack of upkeep by elderly homeowners trigger code violations. Several cases were referred to EAD to determine what services could be provided to help remedy the immediate and long-term situations. EAD coordinated volunteers to remedy several projects that resulted in the avoidance of fines.
- Assisted the State Housing and Community Development Corporation of Hawaii in the analysis of pre and post-service utilization data of EAD-funded home and community based services for three projects using ROSS Grant funding.
- Assisted Lanakila Meals on Wheels and Hawaii Meals on Wheels programs in planning for a March for Meals rally, in March 2006, to increase the awareness of senior hunger in America.
- Served on advisory councils, boards and planning groups of agencies providing services to seniors including: Caregiver Coalition Advocacy, Elder Abuse and Fraud Task Force, Falls Prevention Coalition, Kupuna Caucus, National Association of Area Agencies on Aging, Retired and Senior Volunteer Program, Senior Companion Program, Take Charge of Your Money, Ohana Women's Health and Wellness Program, and the Policy Advisory Board for Elder Affairs Legislative Committee.

The division's staff and service providers observed ongoing trends including:

- advancing age, resulting in frailty and increased chronic conditions;
- increasing number of clients requiring more one-on-one assistance, multiple services and follow-up;
- increasing homelessness, even among the elderly;
- increasing demand for affordable rental units and services in elderly housing projects;
- increasing demand for home-delivered meals, transportation services, caregiver assistance, legal assistance for both clients and caregivers, health maintenance classes and other types of preventive services, and support for grandparents caring for minor grandchildren;
- increasing incidences of financial abuse, exploitation and neglect of seniors, not only by strangers, but by family members as well;
- need for overnight respite and mental health services;
- continued staffing shortages, especially of multi-lingual workers and volunteers, due to the tight employment market on Oahu;
- continued reduction in the number of volunteers, especially for home-delivered meals, as those connected with the military continue to be activated, deployed or are relocated and as the price of gasoline has continued to rise;
- hoarding behaviors that create health and safety issues that have, in some circumstances, resulted in citations and financial penalties for older homeowners;
- increasing need for counseling and placement services as families become unable to care for their aging loved ones;

- rising health insurance and prescription medication costs and need for assistance with medication management;
- flat or decreased funding for services as the numbers of people needing those services increase dramatically and fixed program costs continue to climb; and
- increasing concern of parents caring for adult children with disabilities between the ages of 50 and 59 about what will happen to their children when they are no longer able to provide care.

The division's staff and service providers also reported issues emerging in FY2006 including:

- increasing length of waitlists and the time it takes to begin services;
- increasing client attrition in some services due to relocation, confinement in nursing homes, or live-in services;
- interest in developing a Grandparents Bill of Rights;
- need to increase caregiver support services and to more efficiently deliver these services to the caregiver, such as in the workplace or at more convenient times and/or locations;
- awareness of the rapidly increasing number of older adults who need service;
- need to provide services, especially Adult Day Care, on other days and at other times;
- need for maintenance and/or renovation of service providers' facilities in order to continue service provision;
- increase in the demand for case management services;
- unavailability of basic counseling services as case management takes its place;
- increase in the number of requests for supplemental services such as nutritional drinks, incontinence supplies, and durable equipment such as wheelchairs;
- increase in the number of clients wanting primary prevention services such as exercise and health maintenance programs; and
- increase the demand for transportation services, especially for more personalized trips.

Senior Information and Assistance Program

The City and County's Information and Assistance Program is the EAD unit that provides outreach, information and referral services to the public. Bilingual staff provide individualized assistance, particularly for isolated, low income, and frail older adults and their families who have difficulty accessing needed services.

In FY06, more than 43,600 people were reached through: door-to-door canvassing in targeted communities; satellite city hall walk-in sites; outreach visits to group dining programs, open markets, senior clubs and housing projects; participation and exhibits at community fairs; home visits to make case assessments of frail elders; group presentations; and calls to the Senior Hotline.

This year, a special effort was made to inform seniors about and provide enrollment assistance for the new Medicare Part D prescription drug benefit. Staff participated in various events to help inform seniors about the new benefit, distributed information, and advertised availability of assistance via the State SagePlus program or the Senior Hotline. More than 500 seniors received counseling about the program and plans available and/or assistance with enrolling in one of the plans.

EAD's quarterly newsletter, *Aloha Pumehana*, continued with its 20th year of publication. More than 19,000 copies were distributed in FY06. Current topics and events covered included, "*Finding a Good Care Home*," discussing things to consider when selecting a care home for a loved one, and "*Happy Birthday Boomers*," alerting seniors to the Boomer Tsunami about to hit Oahu's shores. Other issues celebrated volunteerism and featured this year's volunteers of the year, Ruby Silva and Peter Juhn, and kept seniors apprised of EAD's ongoing activities and conferences.

The Information and Assistance Program produced several publications during the year including:

- 55,000 copies of the ***2005-2007 Senior Information and Assistance Handbook***;
- 12,000 copies of a revised ***Deciding What If...A Legal Handbook for Hawaii's Caregivers, Families and Older Persons***;
- 5,000 copies of a revised ***Family Caregiving Guide***; and
- 5,000 copies of ***Agencies That Care***.

The ***Oahu Housing Guide***, an online guide about available senior housing, continued to be updated on a quarterly basis with the support of Catholic Charities Elderly Services' Housing Assistance Program. All major publications continued to be placed on the EAD website.

In FY06, several partnerships with the private sector were initiated to expand the dissemination of information. The Information and Assistance Unit drafted 60-second *banter spots* which were used on KSSK's Perry and Price morning show about once a month. The HMSA-funded spots covered such topics as "*Are you a family caregiver?*" "*Do you know a needy senior?*" and "*What is Kupuna Care?*" Another collaborative effort with Central Pacific Bank resulted in information about financial exploitation being disseminated at various senior centers, clubs, and meal sites; broadcast on television; and distributed at a senior fair. Information & Assistance also provided the content of the ***2005-2007 Senior Information and Assistance Handbook*** to the *Honolulu Advertiser* for publication as a special supplement in September 2005.

Honolulu Committee on Aging

The Honolulu Committee on Aging (HCOA) is the citizen advisory body to the mayor and EAD on aging issues. At least 50% of its members appointed by the mayor are 60 years or older. The Committee advised EAD on matters relating to the development, administration and implementation of its Area Plan, secured citizen participation in its efforts to identify and address concerns related to the county's elderly population, and advocated on matters pertaining to the elderly.

In FY06, 13 new members were appointed to the HCOA by Mayor Hannemann. Members of the HCOA solicited nominations of senior volunteers, developed the theme and program, and hosted the Mayor's 40th Annual Senior Recognition Program, a major annual event highlighted later in this report.

HCOA's Planning, Education and Advocacy Sub-Committee (PEAS) continued to work to provide more detailed data and information on specific areas of concern such as caregiving, health and long term care, housing, security, and volunteerism. These topics were the focus of in-depth discussion at the Senior Issues Forum coordinated by the HCOA on June 30, 2006, at the State Capitol. Data collected from more than 131 participants will be used to draft EAD's new Four Year Area Plan on Aging due next Spring.

Members of HCOA, PEAS as well as EAD staff participated in Kokua Council's Silver Legislature held at the State Capitol in November 2005. This activity resulted in several pieces of legislation that were introduced and passed during the 2006 Legislative session. A Kupuna Caucus was formed during the session to facilitate the development of future legislative packages affecting seniors and their caregivers.



**2006 Honolulu
Committee on Aging.**



**Senior Recognition
2006 Winners.**

The Mayor's 40th Senior Recognition Program

This year's program, *Extending Hands, Extending Lives – A Century of Volunteering*, was held on April 24, 2006, at the Sheraton Waikiki. Mayor Hannemann addressed the 96 senior volunteers nominated and more than 1,100 well wishers that included appointed and elected officials, family and friends. There were eight winners including a centenarian.

For the first time, two Honolulu businesses, Merrill Lynch and Rainbow Sales and Marketing, were honored with the **Lei Hulu** award for their senior-friendly businesses. Also for the first time, the winning seniors were recognized at a meeting of the Honolulu City Council.

Hawaii Medical Service Association provided major financial support to the program for the sixth consecutive year and once again sponsored the Akamai Living Lifetime Achievement Awards. Many new contributors joined the event to make it a huge success. The Honolulu Committee on Aging and EAD staff coordinated the event.

COMMUNITY ASSISTANCE DIVISION

Gary Iwai, Administrator

The objectives of the Community Assistance Division are to provide rental assistance to eligible low-income families; preserve decent, safe and sanitary housing for low, moderate, and gap-group income households; and assist lower and gap-group income families to achieve homeownership.

The division's FY06 operating budget amounted to \$40.9 million and an authorized staffing level of 75 full-time equivalent positions. The City's general fund provided only \$0.4 million (1.0%) of the budget, while the balance (\$40.5 million) came primarily from federal resources. Funding for rental subsidies (\$32.6 million), rehabilitation loans (\$2.0 million), and down-payment loans and grants (\$1.4 million) accounted for 88% of the budget.

Of the rental subsidies, \$233,000 was provided by the City from its rental assistance fund for use in providing limited rental assistance to low income families (up to 80% of the median income) as established by the U.S. Department of Housing and Urban Development (HUD). The City Housing Rental Assistance Program was established to implement Chapter 5, Revised Ordinance of Honolulu. Ordinance 87-80 was passed in 1987, and the rules and regulations were promulgated in 1989. Rental assistance payments of up to a maximum of \$150 per month may be made on behalf of an eligible participant. Anyone receiving other state or federal rental assistance would not be eligible.

During the past year, up to 49 tenants per month were assisted at the Westloch Elderly project while 40 more received monthly rental assistance at Kailua Elderly (Lani Huli) and eight at the Manoa Gardens Elderly project. One eligible Tenney Village rehabilitation tenant also received assistance during the year. A total of approximately \$158,000 in rental assistance funds was expended.

Rental Assistance Branch

This branch, with offices in Honolulu and Kapolei, administers the federally funded Section 8 tenant-based Housing Choice Voucher Program and the Moderate Rehabilitation program by processing applications submitted by individual families for rental subsidies allocated by HUD. The operating budget for this branch totaled \$36.4 million and was entirely funded with federal funds. Rental subsidies amounted to \$32.3 million of the total budget.

The Section 8 program's focus primarily is to assist extremely low-income families (established at 30% of the median income). The program assists families of two or more persons related by blood, marriage or law or who have evidenced a stable family relationship, individuals who are 62 years of age or older, persons with a disability who are unable to engage in substantial gainful employment, persons displaced by government action and other single individuals.

To assist the hundreds of families seeking affordable rental units throughout the island, the Rental Assistance Branch, in collaboration with the State Section 8 office and the Honolulu HUD office, conducted its annual landlord informational workshop to inform and encourage landlords to participate in the Section 8 program. Additional assistance also was provided to Section 8 families through housing portfolio preparation and other housing placement services offered by the branch's landlord specialist, and linkages with the Legal Aid Society of Hawaii and State Section 8 offices to share rental information.

During the past year, the branch paid 1,718 landlords a total of \$30.6 million in rental subsidies on behalf of 3,973 families. The branch processed 801 applications and issued 349 Vouchers. A total of 8,702 residential inspections and 4,889 client placements and reexaminations were completed. There were 309 canceled applications and 507 families

ended their Section 8 participation. Ninety-eight (98) families canceled their Vouchers without leasing a Section 8 unit and 27 families chose to move to Honolulu to use their Section 8 subsidy under the portability feature of the program. Approximately 10,500 applicants are now on the wait list.

Housing Choice Voucher Program

Under the Housing Choice Voucher program, new families to the program or an existing family who moves to a new unit must pay between 30-40% of their adjusted monthly income towards their share of the rent and utilities. After the first year of the lease, the 40% maximum no longer



Section 8 Voucher briefing.

applies, which allows renters to address any increase in rents. In all cases, the rent of the unit must also be reasonable as compared to other comparable unassisted units.

Moderate Rehabilitation Program

This program provides project-based Section 8 rental assistance to housing projects, which have been rehabilitated and made available for rental to very low-income families. The City currently administers the Moderate Rehabilitation Program for the 40-unit Academy Gardens Apartment designed for elderly and persons with a disability.

Family Self-Sufficiency (FSS) Program

The FSS program provides assistance and incentives to selected Section 8 participants to become self-sufficient. The program allows the participants to set their own goals; develop a five-year plan of action; establish an escrow savings account; and does not reduce participant benefits for the duration of the plan. The City and County of Honolulu is required by HUD to establish and operate an FSS program with a minimum of 248 participants.

Selected families participate in and complete intensive interviews, needs assessments, handbook informational sessions, and Individual and Family Training and Service Plans. Upon completion of their Training and Service Plans, a FSS Contract of Participation is executed with the family. During the past year, 264 families were enrolled under FSS contracts with 141 of these families eligible to set up escrow savings accounts totaling \$583,610. Six FSS families have successfully completed their FSS goals and graduated from the program. Of these six families, three are now free from rental subsidies and one has achieved homeownership.



Financial Literacy Workshop conducted by Family Self Sufficiency staff.

Housing Preservation and Opt-Out Program Conversions

These HUD programs provide protection to residents of certain HUD-subsidized projects when their owners either prepay their mortgages or choose to opt-out of their Section 8 project-based contracts. The City and County of Honolulu administers the special-funded Section 8 tenant-based assistance being offered to these eligible low income families. There were no Housing Preservation and Opt-Out program conversions during the past fiscal year.

Homeownership Option Program (HOP)

The newly implemented Homeownership Option Program (HOP) allows eligible Section 8 families to apply their Section 8 Housing Choice Voucher Program assistance towards Homeownership Assistance rather than rent. Over 4,500 Section 8 families were invited to attend HOP informational meetings in May 2004. Of the 272 families who applied for the program, 209 have been determined eligible. During the past year, the top 60 eligible families received ongoing case management services, credit repair counseling, money management education, and referral to community Homebuyer education classes before embarking on their search for a home to purchase. All families were contacted to update their financial readiness status for homeownership. Five families achieved homeownership and over ten families have been actively searching for a unit to purchase.



New Section 8 homeowner .



Rehabilitation and Loan Branch

This branch, with offices in Honolulu and Kapolei, administers the City's Residential Rehabilitation Loan Program, the Honolulu Solar Roof Initiative Loan Program, the American Dream Downpayment Initiative Grant and Down Payment Loan programs, and the Adult Residential Care Home Loan Program. The branch also supports state and federal agencies at Disaster Assistance Centers and provides emergency disaster relief loans to rehabilitate properties affected by declared disasters. Additionally, in agreement with the State Department of Hawaiian Home Lands (DHHL), the branch will administer DHHL's Native American Housing Assistance Self Determination Act (NAHASDA) Home Repair Loan Program.

The FY06 operating budget for this branch amounted to approximately \$3.9 million of which \$2.0 million is available for rehabilitation loans and \$1.4 million for down payment loans and grants. The primary target groups are lower income homeowners, landlords renting to low-moderate income tenants, non-profit organizations serving low-income clients with special needs, property owners affected by declared disasters and lower income first-time homebuyers. The City's current loan portfolio consists of 389 loans with an outstanding balance of approximately \$10.9 million. A private lender under an agreement with the City provides loan servicing for 221 selected loans amounting to approximately \$4.6 million. All other loans are serviced in-house and amount to 168 loans with an outstanding balance of approximately \$6.3 million.

During the past year, the branch processed 373 requests for applications, reviewed and finalized 42 down payment applications, and processed and funded 41 new residential rehabilitation loans for a combined total of \$2.8 million.



BEFORE: Roofing and termite damage.



AFTER: Loan assistance

Rehabilitation Loan Program

This program makes low-interest loans (0% to 6%) in compliance with HUD requirements to lower income (within 80% of the median income for Oahu) owner-occupants of residential units to repair their homes or to landlords to repair homes being rented to lower-income tenant families. A limited amount of rehabilitation loans also are made to gap-group income (80% to 120% of median) families when funds are available from the City's revolving rehabilitation loan fund.

Honolulu Solar Roofs Initiative Loan Program

This program was established through a partnership with Hawaiian Electric Company to provide low interest loans (0% and 2%) for low and moderate-income homeowners to cover the cost of solar water heating system installations. Property owners who rent a majority of their units to low and moderate-income families are also eligible.

Down Payment Assistance Program

This program was established to assist first-time homebuyers with their purchase of a home by providing the down payment assistance (grant and zero interest loans) necessary to qualify for a mortgage. Buyers must be in the lower-income category (within 80% of median) and not have owned a property within the last three years. Federal HOME funds have been set aside and are drawn down as needed. This program has provided \$3.8 million in down payment assistance to 167 first-time homebuyers.

In conjunction with the Section 8 Homeownership Program, down payment loans will also be provided to eligible Section 8 participants seeking homeownership.

Adult Residential Care Home Loan Program

This program was established to target adult residential care home operators participating in the State Department of Health Waitlist Project. The Waitlist Project attempts to free-up badly needed hospital beds by providing residential care for lower income patient/residents receiving outreach medical assistance from the Department of Health. Recruitment by the Department of Health for eligible care home operations was severely hampered by the reluctance of otherwise willing providers to contend with costly home repairs and renovations required by the Americans with Disabilities Act (ADA). This program attempts to address this concern. Under the guidelines developed, 51% or more of the care home patient population must have incomes within 80% of the median income for Oahu. Eligible care home operators may then be assisted with 2% interest rehabilitation loans of up to \$75,000 to make needed renovations and retrofits to meet minimum building code standards and to be in compliance with state and federal health, safety, and accessibility requirements.

COMMUNITY BASED DEVELOPMENT DIVISION

Randall S. J. Wong, Division Chief

The goals of Community Based Development Division are to work in partnership with the private and nonprofit sectors and other government agencies to address the shelter and service needs of persons with special needs and affordable rental housing concerns; to secure competitive homeless grant funds and administer any resulting contracts under the Federal Department of Housing and Urban Development's Continuum of Care for the homeless program; to provide continued emphasis on fair housing awareness; to attract and secure funding and financing for community development and housing from alternative sources in order to maximize the leveraging of city resources; and coordinate the implementation of Community Development Block Grant, HOME, Emergency Shelter Grants (ESG), and Housing Opportunities for Persons with AIDS (HOPWA) programs and projects.

Completion of Existing Housing Developments

The division continues its efforts to coordinate with nonprofit organizations the completion of existing housing development projects. Continued work with the Ewa Villages Revitalization Project resulted in the following accomplishments:

- In conjunction with the Department of Facility Maintenance, the division coordinated the clean up and maintenance of the project areas still under the jurisdiction of the City, on an ongoing basis. These areas include Varona Village, unsold vacant lots, and unrenovated historic homes in Tenney and Renton Villages.
- The division coordinated with the City's property manager to manage the properties in Renton, Tenney, and Varona Villages, and assist residents with permanent housing options.
- The division continued to work with the Departments of Facility Maintenance and Design and Construction on the Ewa Mill site project that included the remediation of hazardous material and renovation of two historic mill structures.
- The division has coordinated the sales and conveyance of the three remaining existing housing units in Renton Villages in Ewa Villages.
- The division continues to provide technical assistance to the developers of Area I, Ewa Villages Development Corporation and Pediahealth Corporation, in the development of a multigenerational facility that will provide residential care, respite and daycare to persons with dementia/Alzheimer's Disease and skilled nursing, respite and daycare for medically, fragile children.
- The division continues to work with St. Francis Healthcare System to develop a residential community for senior citizens on the Area D property. The St. Francis senior residential community will provide approximately 300 rental units and space for a variety of supportive services to seniors.
- The division also continues to work with Hui Kauhale, a Hawaii-based nonprofit agency, to develop affordable housing at Area H. The first phase of the Area H project will provide approximately 126 much-needed affordable family rental units.
- The division completed the sale of four vacant historic homes in Ewa to Ewa Village Nonprofit Development Corporation which has completed the renovation and sale to low- and moderate-income families.

Homeless Programs

The division, working with nonprofit shelter and service providers, prepared the City's annual competitive grant application for the Department of Housing and Urban Development's (HUD) Continuum of Care (COC) homeless program. HUD awarded the Honolulu Continuum of Care \$5,206,284 in December 2005.

The division oversees administration of 240 Shelter Plus Care rental assistance slots for persons who were homeless and had a disability, funded in the amount of approximately \$1,866,000 per year, as well as approximately \$400,000 per year in Supportive Housing Program grants.

The division administered grant funds under the HOPWA program. The City in FY 2006 awarded \$308,130 to Gregory House Programs for tenant-based rental assistance to approximately 40 households and housing-related supportive services, and \$111,560 to Life Foundation for emergency assistance and case management services to persons with HIV/AIDS and their families.

The division administered grant funds under the ESG program. For fiscal year 2006, the City awarded \$830,075 to 11 shelter and service providers to provide emergency and transitional housing and supportive services to homeless individuals and families. Agencies receiving funding include:

- Child and Family Service, which operates domestic abuse shelters;
- The Institute For Human Services, which operates emergency shelters;
- Kalihi Palama Health Center, which provides health clinic services to persons who are homeless at the IHS Sumner Shelter;
- Kahumana, which operates a transitional shelter for families in Waianae;
- Homeless Solutions, which operates two City-owned family transitional shelters;
- Catholic Charities, which operates a family transitional shelter in Maili;
- Hale Kipa, which serves runaway youth;
- Mental Health Kokua, which operates a safe haven shelter for persons who are homeless and have a mental illness in downtown Honolulu;
- Salvation Army, which provides emergency rental assistance and conducts budget classes; and
- Waianae Community Outreach, which provides case management services to families on the Waianae coast beaches.

The division participates in the Hawaii Interagency Council on Homelessness; the Hawaii Policy Academy for Homeless Families; and Partners in Care, an Oahu group of homeless service providers; government agencies; and other interested entities that coordinate homeless services provided through the Continuum of Care.



Graduation ceremony for Hoomau Ke Ola clients completing residential substance abuse treatment.



Kalihi Palama Health Center clinic at IHS Sumner Men's Shelter.

Special Needs Housing and Community Development

The division administers projects which received over \$9,060,000 in FY06 to assist families who were homeless and other persons, and families with special needs including the elderly, persons with a mental illness or who have a chemical addiction, as well as providing general community services and renovating housing units and community facilities. Projects undertaken during the past year include funding for the:

- renovation and expansion of Hina Mauka's Kaneohe campus to serve persons with addictions;
- renovation of Maililand transitional housing units for families who were homeless on the Leeward coast;
- development costs for Easter Seals Hawaii's West Oahu day center for youth and adults with disabilities;

- land acquisition costs for Goodwill Industries Ohana Learning Center in Kapolei;
- site work for Hui Kauhale's 80-unit affordable housing development in Ewa;
- construction of the 80 unit Senior Residence at Kapolei rental project;
- a senior center in the Senior Residence at Iwilei rental project;
- additional redevelopment at Palolo Chinese Home;
- renovation of transitional housing units at the Salvation Army Manoa campus for women in recovery;
- renovation for Hui Hana Pono Clubhouse in Waianae; and
- renovation of the Waikiki Community Center.



Services to the community by nonprofit providers included Central Oahu Youth Services Association's services to run-away youth and the Hawaii HomeOwnership Center's homebuyer education and counseling program.

In the area of ongoing special needs housing services, the division administers 56 leases of city-owned properties to nonprofit organizations. The projects provide 1,009 affordable rental units, 547 elderly rental units, 364 beds in two emergency shelters, 96 beds in three transitional shelters, and 105 beds for persons with developmental disabilities, as well as group homes for youth-at-risk, persons with mental illness, abused spouses and respite for caregivers of persons with Alzheimers' disease.

Piikoi Vista affordable rental units for seniors

Request for Proposals

Though no longer a responsibility of the division, it assisted the Department of Budget and Fiscal Services in the preparation, evaluation, and implementation of Request for Proposals selected by the City.



**EQUAL HOUSING
OPPORTUNITY**

Fair Housing

During the report period, the City's Fair Housing Officer received approximately 120 concerns relating to possible housing discrimination, landlord-tenant regulations, Section 8 policies and regulations, and the availability of affordable housing. The latter inquiries generally required more time to address the callers' concerns.

The officer conducted two fair housing presentations to 180 interested property managers, security staff, tenant advocates, and government housing staff to emphasize the need to accommodate mental disabilities, limited English proficiency, cultural diversity, comfort animals, and physical security in common areas. The presentations were published in the Micronesian and

Samoan languages in a major daily newspaper to outreach to individuals with limited English proficiency.

The officer also conducted two fair housing presentations to potential Section 8 housing providers and advocated for a Section 8 holder that was being terminated by the Section 8 Program.

Housing discrimination is against the law!

If you are a landlord or a realtor and you refuse a person because of national origin, ancestry, age, race, color, familial status, marital status, HIV infection, disability, religion or sex, **you won't believe who'll be at your door next.**

If you believe you have been a victim of illegal discrimination, call:
C&C of Honolulu, Fair Housing Officer: 527-5512 or Legal Aid Society of Hawaii, Fair Housing Enforcement: 527-8024

CHINESE 包租或業主 電話查詢 11 了解詳情請電 11	JAPANESE 賃貸主 電話 11 電話 11 賃貸主 電話 11 賃貸主 電話 11	KOREAN 주택주인 11 전화 11 전화 11 전화 11	SAMOIAN 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11	SPANISH 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11	TAGALOG 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11	THAI 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11	VIETNAMESE 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11
-------------------------------------------------	-----------------------------------------------------------------	-----------------------------------------------------	----------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------

Housing discrimination bus poster.

WORKHAWAII—JOB DEVELOPMENT DIVISION

Rolanse Crisafulli, Administrator

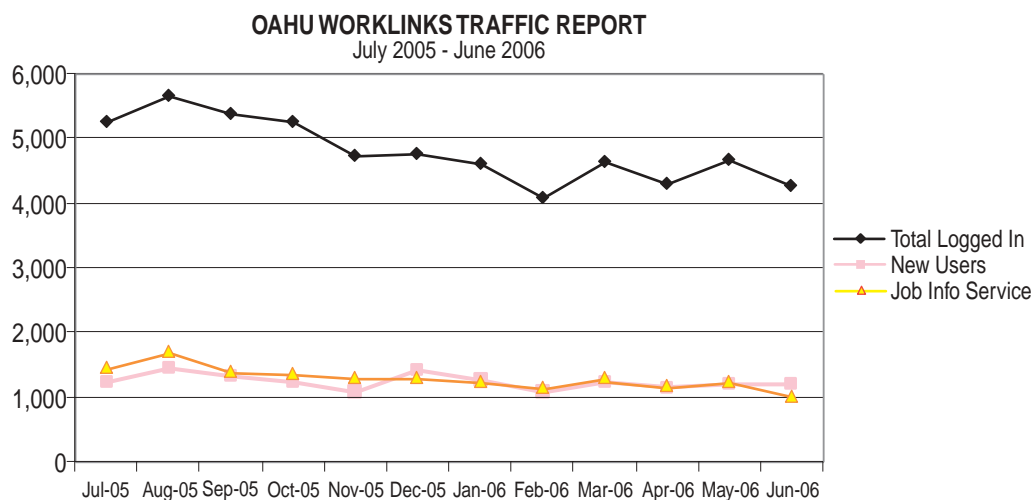
WorkHawaii's mission is to develop a quality workforce for Honolulu's businesses and to empower individuals to meet the current and future needs of employers so that our economy continues to grow.

Oahu WorkLinks One-Stop Centers

WorkHawaii is the lead agency for the Oahu One-Stop Consortium, which was formed in June 1999 to implement the Workforce Investment Act (WIA) in the City and County of Honolulu. WIA provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of businesses and job seekers or workers who want to further their careers. Customers are able to easily access the information and services they need through the WIA-mandated "one-stop" system, that is comprised of centers located in their neighborhoods.

Oahu WorkLinks offer services from seven full-service, one-stop centers located in Dillingham/Kalihi; downtown Honolulu; Kaneohe; Makalapa/Aiea; Waiialua; Waianae; and Waipahu; and a satellite resource center in Kapolei. The centers have their individual characteristics and have the flexibility to respond to unique community needs while at the same time being held to the same high standard of customer service excellence.

During FY06, 57,604 new and repeat customers visited the resource rooms at the Oahu WorkLinks centers. A total of 15,624 customers used the job information service and 4,468 customers attended workshops on resume writing, interviewing, career exploration, self-employment, job search and basic computer skills. 14,916 new customers were served on site, while 26,800 customers were served off-site at job fairs, rapid response sessions, military transition assistance programs and other community events.



One-Stop System Partnerships

Active participation of mandatory one-stop partners continued to expand the system of services that minimized duplication and appeared seamless from the customers' perspective. Due largely to Hawaii's low unemployment rate, federal funding was reduced, generating greater impetus for the partners to implement better models of service integration and utilize technology to deliver services more efficiently.

The following partners contributed staff time and other resources at Oahu WorkLinks centers:

- State Department of Labor and Industrial Relations, Workforce Development Division, Oahu Branch:
 - Wagner-Peyser Act for labor exchange, foreign labor certification and worker reemployment;
 - Veterans Outreach and Training;
 - Migrant Seasonal Farm workers;
 - Trade Adjustment Assistance and North American Free Trade Agreement;
 - Work Opportunities Tax Credits;
 - Employment Training Fund;
- Honolulu Community Action Program:
 - Senior Community Service Employment Program;
 - Community Services Block Grant;
- ALU LIKE: Native American Employment and Training;
- State Department of Human Services, Division of Vocational Rehabilitation;

- State Department of Education Adult Community Schools;
- State Department of Human Services,
 - Employment and Support Services Division, First to Work;
 - Housing and Community Development Corporation of Hawaii, Family Self-Sufficiency;
- City Department of Community Services, Office of Special Projects,
- YouthBuild;
- Hawaii Job Corps;
- University of Hawaii Community Colleges; and
- Unemployment Insurance.

There also was close collaboration with community-based and nonprofit organizations such as Pacific Gateway Center, Goodwill Industries, Winners At Work, Parents and Children Together, Waianae Comprehensive Health Center, and Ho'omau Ke Olao to collaborate on job fairs, special recruitments and other outreach events.

New partnerships were developed with homeless service providers in the town area, churches, and State agencies to implement a pilot project funded under Community Development Block Grant—Work Readiness Development Program for People Experiencing Homelessness. People who are experiencing homelessness and have serious barriers to employment seldom access the resources and services that are available at Oahu WorkLinks. This project aims at engaging the participation of these individuals by providing a supportive and structured environment for them to develop basic socialization and life skills, explore their interests, develop career goals, build their confidence and ease their transition to the world of work.

Another new partnership was formed between the Community Schools for Adults at Kaimuki, Farrington, Moanalua and Waipahu High Schools; Oahu WorkLinks; and the Hawaii Hotel and Lodging Association to launch a new program called Skills, Tasks and Results Training (START). This nationally accredited program provides an introductory course for individuals to acquire general knowledge about the different careers in the hospitality industry and an opportunity to intern in a specialized area of choice. Along with approximately 180 hours of classroom instruction, the program requires a 90-day practicum in a hotel. Members of the Hawaii Hotel and Lodging Association support this program by paying the participant's wages during the practicum. Successful completion of the program leads to a national certification in one of 12 industry-related positions and is portable across the country.

Business as a Primary Customer of the Workforce Investment System

Oahu WorkLinks continued to deliver demand-driven services to meet the needs of employers and to support the expansion and retention of local businesses. The Business Services Section conducted outreach to business associations and individual employers in the community. Business association partnerships included the Filipino and Chinese Chambers of Commerce; Liliha/Palama, Kapolei, Waipahu and Kalihi Business Associations; Hawaii Women's Business Center; Hawaii Small Business Development Center; the Business Action Center; as well as the U.S. Small Business Administration. West Oahu businesses were targeted for outreach services to increase employment opportunities for residents who desired to work closer to home. Companies in West Oahu that participated with Oahu WorkLinks included, for example, Kolona Painting, Contractor's Equipment and Services Corporation, Home Depot, Simmons Company, Hanabusa's Auto Parts, Shred-It, Tanioka's Store, and Kalaka Nui.

2,497 new job orders from both large and small business corporations were received for applicant matching and referral in Oahu WorkLinks' job bank. 42 new business partners from various industries including Kalihi Palama Health Center, Metcalf Construction, Starwood Hotels, and United Laundry participated in training and hiring Oahu WorkLinks job seekers. 74 customers completed on-the-job training with 35 businesses that received 50% reimbursement of their payroll costs from Oahu WorkLinks during the training period. Businesses found that the partnership with Oahu WorkLinks saved them time and money. For example, Hawaiian Homestead Technology saved \$21,120 and IC Communications saved \$14,213 in salaries by participating in the on-the-job training program. Their new and promoted employees received pay increases while learning new skills at work. CDL drivers at Y. Hata earned an average of \$13.10 an hour, a Sales Representative at Terminix earns \$14.42 an hour and a Quality Assurance Analyst at First Insurance earns \$23.08 an hour. Oahu businesses upgraded the skills of about 1,500 workers through their use of the Employment Training Fund program.

The Business Services Section established a "Business Center" in the comprehensive one-stop center at Dillingham. Employers utilized the one-stop center for services that included recruitment/job fairs, conference/meeting rooms, computers and office equipment, phones, labor market information and employer related workshops. Employers such as NCL America, Starwood Hotel, Best Buy and Bank of Hawaii used the facilities to hold promotional testing, staff meetings, and recruitment fairs. A series of employer-interest workshops was offered to businesses on topics such as Super Customer Service, SBA (504) Loans for Existing Businesses, Hiring the Homeless, Elder Care Resources for Employees, OSHA Regulations, Employing ex-offenders, 2004 Tax Update, How to Access Employment Training Funds and Work Opportunity Tax Credits, as well as other resources for businesses.

Oahu WorkLinks continued to sponsor major job fairs three times a year, with a fall fair to assist employers with seasonal

hires for the holidays, another one after the new year, and Workforce 2006 in May, which was the largest fair of the year. A total number of 12,833 job hunters at the fairs represented a wide spectrum of Oahu's workforce, ranging from recent high school graduates to displaced workers and underemployed people looking for promotional opportunities or a second job. The three job fairs attracted over 520 employers and were a successful continuation of the public-private partnership between Success Advertising, Altres and Oahu WorkLinks. Feed-back from businesses through an on-line survey showed that they were pleased with the turnout of a diverse and qualified applicant pool, good publicity, and organization of the event. Job seekers who responded to the survey commented that they were satisfied with the availability of job openings that met their interests.

The following is Oahu WorkLinks' Outstanding WIA Employer of the Year

"Hawaiian Homestead Technology Inc. launched a Computer Aided Drafting (CAD) conversion facility in Waimanalo, a rural town of 2,500 on Oahu. We worked with community partner Waimanalo Hawaiian Homes Association to recruit residents to work at the facility. None of the staff selected had any CAD experience, so we were very fortunate to work with funders like O'ahu WorkLinks that allowed us to properly train our staff in CAD conversions. Now, all of our staff are gainfully employed performing CAD conversions and we are already in the process of expanding the job opportunities! Training funds are absolutely essential when creating new job opportunities which require specific skills sets not generally found in the local labor force."



Olin Lagon, CEO



*Olin Lagon
Chief Executive Officer*

WIA Adult and Dislocated Worker Program Achievements

The WIA Adult Program provides adults with low incomes intensive case management and follow up services for occupational skills training and job placement.

The WIA Dislocated Worker Program allows people who are laid off to receive intensive case management and follow up services for re-training and employment in occupations in high demand industries.

There were 452 customers enrolled in the Adult program and 339 in the Dislocated Worker program. For the 291 Adult and 204 Dislocated Worker customers who exited the program, WIA has mandated performance outcomes that cover entered employment rate, employment retention rate at six months, earning change/replacement at six months and employment and credential rate. Oahu exceeded all four performance measures for the Adult program and exceeded three of the four measures for the Dislocated Worker program.

YEAR SIX PERFORMANCE OUTCOMES

<u>Program</u>	<u>Negotiated</u>	<u>Actual</u>
Adult		
Entered Employment Rate	75%	85.9%
Retention Rate	82%	84%
Earnings Change	\$4,000.00	\$5,338.8
Credential Rate	58%	85.8%
Dislocated Worker		
Entered Employment Rate	80%	79.4%
Retention Rate	84%	84.7%
Earnings Replacement	-\$1,995%	-\$1,285.4%
Credential Rate	61%	77.9%

Program Year 2005 was a year of transition to the newly established Common Measures. Six federal departments with the State Department of Labor in the lead would implement Common Measures to evaluate the outcomes of their workforce programs. By standardizing reporting and performance requirements, it was anticipated that common performance measures would facilitate the integration of service delivery, reduce barriers to cooperation among programs, and enhance the ability to assess the effectiveness and impact of the workforce investment system.

Oahu WorkLinks' Outstanding WIA Employee of the Year

"Jocelyn Hostetler was working as a receptionist at the Waikiki Health Center's main clinic during the spring and summer of 2004. She was an excellent worker and had just graduated from the University of Hawaii with a BA in Psychology making her an ideal candidate for advancement to an outreach specialist position. The new position came with both a substantial increase in responsibility and pay, along with opportunities for advancement. Jocelyn excelled in her new position of outreach worker and in 6 months was promoted to Interim Case Manager. She held this position for 18 months. Jocelyn recently left the Waikiki Health Center for a

position as an ACT Team Case Manager. This is a great position for her and one in which she will certainly excel. Jocelyn serves as an excellent example of how hiring from within with the help of WorkLinks can make for outstanding employees that continue to move forward in their careers."

Darlene W. Hein, Program Director

Care-A-Van Program, Waikiki Health Center



Jocelyn Hostetler, ACT Team Case Manager

Welfare Programs

Ho'ala Program

Since 1990, the Ho'ala Program has been providing job readiness and life skills training services for the State Department of Human Services First-To-Work Program. The goal of the program is to promote a positive learning environment that will enable welfare recipients to make a successful transition from home to work.

The majority of the participants who were referred to the training had multiple barriers that needed to be addressed before the participant could successfully enter into the workforce and gain employment. The life skills training, which included problem-solving/decision making, assertive communication, stress and anger management, parenting, trust and teambuilding, understanding one's learning and personality styles, along with the job readiness skills training, helped better prepare the participants in their job search efforts, as well as in their lives.

Participants generally were referred to a "Job Club" upon completion of their two-week training, where they received teacher and peer support in executing the job search skills that they just learned. They received career assessment services using Career Occupational Preference System (COPS), Career Orientation Placement and Evaluation Survey (COPES) and Career Ability Placement Survey (CAPS). Some of the Job Clubs also improved their services by offering a mini Employment Resource Center at the First-To-Work units, and participants were assisted with cold calls to employers, resume updates and drafting cover letters and thank you letters. Workshops were conducted to further prepare the participants in learning to complete a variety of employment applications and to confidently and successfully interview for a position. Many of the participants were able to obtain a job within four to six weeks of their enrollment in Job Club. Those who had more difficulties were generally placed in volunteer work sites where they were able to gain additional experience and skills.

Ho'ala continued to administer the 16-hour assessment workshops in the Food Stamp Employment and Training units by assessing the participants' ability to:

- understand and express their interests, skills, experience and work values;
- correctly and accurately complete an employment application;
- understand the components of a resume;
- understand and demonstrate the strategies for a successful interview;

- understand the different job search techniques; and
- demonstrate an awareness of job retention and work ethics.

During FY06, Ho‘ala served 1,786 customers from First-To-Work and Food Stamp Employment and Training programs. Instructors from the Ho‘ala program also conducted core job readiness and customer service workshops for 4,968 Oahu WorkLinks customers.

Family Self-Sufficiency Program

WorkHawaii’s Family Self-Sufficiency Program (FSS) provides recruitment, enrollment and intensive case management services for families participating in the State Section 8 Rental Assistance Voucher program. It continued to produce outstanding results through its intensive case management of Section 8 families enrolled with its five-year program. The program was nearing the five-year mark for many of its families that originated their FSS contracts in 2002. As a result this, about a third of the 127 currently active participants would be completing their five-year program goals within the next 12 months. The completion could result in the receipt of an escrow savings check, similar to that received already by 11 hardworking families totaling over \$42, 982.26. These families successfully moved off the Section 8 rental assistance program by continuing to increase their earning power through job promotions, raises, additional family member income and/or changes in career path. The FSS program assisted two families, both headed by single mothers, to become homeowners. One family is now living in a four-bedroom home in Ewa Villages and the other purchased a one-bedroom townhouse in Kapolei. Another family was in the process of closing on a two-bedroom townhouse in Kapolei. With the impending closure of 48 families in the following 12 months, program staff would continue to strive to provide the families with the mentoring and counseling that would lead them towards self-sufficiency.



The Hokoana Family was presented with their “escrow check” from FSS staff in the amount of \$6,630.86. The family is currently free of government assistance.



Debra Villa is the proud owner of a four-bedroom single home on the Ewa Villages Golf Course. Debra is shown above receiving an escrow check for successfully completing her FSS five-year program.